

2013 FEDERAL EMPLOYEE OF THE YEAR AWARD WINNER

Category 6 - Outstanding Administrative/Clerical Employee

Teryl E. Speights

Jesse Brown VA Medical Center

FACTOR I - JOB COMPETENCE:

Program Support Clerk position is a multifunction position. It requires communication with veterans, other departments and vendors. This is the front desk position where calls are received, first contact is made for the department. The impression that is created will last for long time. Mr. Speights understand this very well and fulfill his duties very efficiently.

He is responsible for making the appointments for the exams. When patients are apprehensive about the exam, he puts them at ease with brief explanation in layman terms prior to the exam. He schedules the exam in timely manner so further follow up can be initiated if needed. He understands and makes sure

He gets along very well with other employees.

Being himself a veteran, he care for them, he reminds them for their appointments, makes the appointments when they are available, keep them informed about the length of the time, they will in the department, schedule around other appointments to avoid too many trips to the medical center. He will go out of ways to escort them if necessary and direct them to their location in the hospital. Jesse Brown V.A.M.C. is big place and it could be sometime difficult to navigate. He will arrange for escort if needed.

FACTOR II - IMPACT (OR – Community Service for Category VIII/Community Service) (OR – Wellness Campaign for Category XII/Worksite Wellness Champion)

He is very courteous, pleasant in nature and works well with the staff in the department and outside. He makes patients aware of the preparation required for the exam. He learned that what other exam will interfere the scheduled appointments. Works with the physician to make sure their instructions are followed. He understand that performance monitors needs to followed. He is also responsible for maintain office supplies for the front office and for the scanning area.

FACTOR III – SPECIAL EFFORTS for Category X, Outstanding Team only.

Letter of Commendation letter received from staff outside the service :

Dear Mr. Kamaria,

It is with deepest pleasure that I am writing this letter of commendation for one of your staff Mr. Terrell Speights for his outstanding work ethics. This letter is way overdue. I have so many good stories to tell about him. Mr. Speights pales to comparison with other employees that I have encountered in Nuclear medicine nor radiology department. He is always pleasant on the phone. I call him at least 3-4x a day to schedule a patient, he always collaborates patient's schedule with their other appointment so it is easier on the veteran when they have travel problems or limitations.

He often goes out of his way to help a veteran in so many ways, he does not turn them away like. For instance, he is the only one I know that follows up his NO SHOWS. He calls me or Joe when a veteran's order has expired, when they no show, or when they reschedule their appointments and needed a new order. He just does not discontinue it without letting us know. He care a lot for the patients. He often accompanies an elderly veteran who he feels will be lost looking for GU Clinic, making sure his orders are renewed. With his intervention, it help prevent delay in patient's diagnosis and treatment. He goes above and beyond his duties. He also brings patient's to GU clinic who needed a Foley catheter for their ordered tests. He makes every effort to make the procedure for the patient run smoothly.

With my frequent observation of Mr. Speights, he is very pleasant both on the phone and especially in person. I find him always welcoming and greeting patients with a smile and addressing the patients with respect. He has excellent communication skills and the doctors appreciate when he comes in the clinic and talk to the physicians. He clarifies orders and schedules appropriately.

He is truly an asset in your department and in the medical center. This is the kind of attitude we want to foster amongst our employees. He carries the mission of putting the veterans first. I would appreciate it if you could include this letter on his next review so he can get the credit he deserves. First impressions always lasts and the veteran patients appreciates people in the front desk and on the phone who they feel truly care for them.

Thank you, I'm delighted with the opportunity to work with him.

Sincerely Yours,

Emily B. Reyes, RN,BSN
GU CLINIC , Charge Nurse